

9.2 Communications and Media Policy

1. Purpose

My Place Family Day Care recognises the importance of seeking feedback, communicating and engaging with families using the Service. Open communication between the Service and families results in continuous improvement of service delivery and facilitates a better service environment.

The Service also recognises the importance of having open communication with other agencies and individuals within the local and early childhood community in order to enrich the provision of a quality education and care service for children.

My Place Family Day Care is also committed to ensuring that all communication with the media is consistent, balanced, well-informed and that the image of My Place Family Day Care and Inala Community House (ICH) is represented consistently and professionally.

2. Scope

This policy applies to the Approved Provider, staff of the Service, Educators, Educator Assistants, parents and relevant others.

3. Definitions

Approved Provider: Inala Community House (ICH) has approval from the Federal Government to operate an approved FDC service.

Service: My Place Family Day Care, whose Approved Provider is Inala Community House.

Parent/Guardian: The person responsible for the payment of fees and who is paid the Child Care Subsidy. Referred to as the Parent/s. **PLEASE NOTE: this does not include a parent who is prohibited by a court order from having contact with the child**

Educator: A suitably qualified person who is registered with the Service.

4. Policy

My Place Family Day Care is committed to transparency and professionalism in all communication with parents, community and media organisations when promoting Family Day Care and discussing any issues relevant to the interests of children and families.

4.1 Communication with Parents

The Service acknowledges that parents are the most powerful influence in their child's life and that learning outcomes are most likely to be achieved when the Service and Educators work in partnership with parents and communicate openly about their child and any matters which may impact them and /or their child's care arrangement.

The Service endeavours to keep parents well informed of Child Care Subsidy updates, relevant industry information, any events as well as training pertaining to families and general program and practice information via the Service's newsletters, emails, Facebook, blogposts and/or website.

The Service is committed to continuous improvement and will from time to time seek feedback from parents on their child's experience with My Place Family Day Care.

The Service will communicate any changes in Service Policy to parents.

Parents are encouraged to give regular feedback regarding their child's care and overall service delivery to the Coordination Unit or their Educator.

Educators will provide information to parents about their child's participation in the education and care program and the child's assessment of learning.

Parents are invited to attend Service functions and are welcome to visit the Coordination Unit and talk to staff.

4.2 Communication with Community

The Service will promote My Place Family Day Care within the community as a professional quality childcare service.

The Service will build positive relationships through various communication strategies with local communities, individuals and relevant agencies.

The Service and Educators will engage and actively participate within the local community and seek to act as a responsible community member.

The Service will invite local leaders and indigenous custodians of the land where the Service operates to provide feedback on service delivery.

4.3 Dealing with Media

In the event of a situation which attracts attention from the media, the enquiry will be referred in the first instance, to the Chief Executive Officer and/or President of the Board of Directors of Inala Community House.

A hostile media can be very damaging to the Family Day Care profile. The Organisation will be open and honest without jeopardising the positive image of Family Day Care

No staff or Educator will represent or speak on behalf of My Place FDC or ICH without prior approval from the Chief Executive Officer.

5. Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors. This policy will be reviewed every two years or sooner as required

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	12/2016	Reviewed
Revision 02	09/2017	Reviewed
Revision 03	12/2019	Reviewed
Revision 04	01/20221	Reviewed

6. Related Documents

Policies

3.1 Educational Program and Practice

9.3 Stakeholder Participation Policy

Procedures

9.10 Communication with Community Procedure

9.11 Communication with Parents Procedure

9.12 Media Procedure

Other Documents

Newsletters
Emails
Facebook
Blog Posts

References

Guide to the National Quality Framework 2018 Chapter 2 The National Quality Standards, Quality Area 6: Collaborative Partnerships with families and communities: 6.1 Supportive relationships with families: Respectful relationships with families are developed and maintained and families are supported in their parenting role.

6.1.1 Engagement with the Service- Families are supported from enrolment to be involved in the service and contribute to service decisions.

6.1.3 Families are Supported – current information is available to families about the service and relevant community services and resources to support parenting and families wellbeing

6.2 Collaborative partnership: collaborative partnerships enhance children’s inclusion learning and wellbeing.

6.2.1 Transitions: Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities

6.2.2 Access and participation: Effective partnerships support children’s access, inclusion and participation in the program

6.2.3 Community engagement: The service builds relationships and engages with community.

Quality Area 7: Governance and Leadership – 7.1.2 Management systems: Systems are in place to manage risk and enable the effective management and operation of a quality service.

Education and Care Services National Law 2010 - S168 Offence relating to required program

Education and Care Services National Regulations 2011 (current as at 1 July 2018) –

R.74 Documenting of child assessment or evaluation for delivery of educational program

R.75 Information about the educational program to be kept available

R.76 Information about educational program to be given to parents